

ORACLE

Achieving success with back-office cloud integration

Introducing the 'How To' Community
for public sector organisations like yours

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Introduction

Governments and local public services are taking extraordinary measures to address COVID-19, from supporting individuals and businesses affected by the pandemic to protecting the health of our most vulnerable communities. Uncertainty continues to make it very difficult for these organisations to plan. For example, how do we maintain education, which has been interrupted for a large part of the last two years? Or how do we create an environment where people can work or move freely in a safe manner?

These are clearly unprecedented challenges for the public sector. But they also represent big opportunities at all levels of government and public services. In the past 18-24 months, technology has been leveraged by government to scale services and address the immediate needs of staff, citizens, and customers. With a level of urgency and innovation that will surely become a template for business as usual. Decision-makers across government are now looking to finance and human resource teams to lead the recovery efforts, through the creation of new management systems, aligning organisational units and employees, planning operations through priority setting and monitoring and learning from delivery.

This is where Oracle's 'How To' Community can really help.

At Oracle we believe that successful finance and human resource teams must become strategic advisors, acting on better insights to guide decision making and work collaboratively across public services. The pandemic shines a light on the weakest links across your back-office systems and processes. Ambitious public sector organisations are developing a clear business case for new technologies that bake resilience into their core business processes rather than sticking with the status quo. Often through a complete cloud suite of applications that connect finance and human resource processes and working through a single set of data.

What you decide now will have long-term implications. Whether it is rethinking financial management or redefining your talent strategy. So, how can you adopt more digitally driven and data-led business systems cost-effectively and efficiently in the public sector?



Joining forces with other public sector organisations

Oracle has created a member-only 'How To' Community, dedicated to achieving successful change programmes within public sector organisations. Once signed up, you will have free access to a growing selection of multimedia assets that provide new insights and learnings from Oracle customers, our partners and influencers and other subject-matter experts.

These are arranged in themed forums that provide practical guidance to help a public sector organisation design and improve their change project. As well as a means to make connections with other organisations and share lessons learnt. For example, the forums include advice on:



Getting started – the best approach to developing a robust business case and plan for change



Delivering a digital transformation programme – how to bring this plan to life with the right systems, processes, and tools



Choosing your system integrator or implementation partner – a useful guide to who to work with to make change happen effectively



Cultural change management and adoption – critical insight into the importance of understanding user needs and evolving behaviours to new ways of working



Living in the 'cloud' – illustrating the gains other organisations have made, when adopting a new set of business applications in the cloud, which reduce customisation, improve security and promote automation



Boosting business support services

Why back-office business services? When it comes to efficiency and effectiveness, finance and human resources are the backbones of any organisation. Traditionally, this backbone has provided a solid operational foundation while remaining largely unaffected by wider changes. The focus and resources dedicated to the transformation of citizen-facing services now need to be directed to business services. Which lag far behind the rest of the organisation, as the operational foundations of government organisations are fast becoming outdated. They lack the data and intelligence to inform, implement and manage strategy.

Without strong finance and human resource functions, public sector organisations will not be able to achieve their strategic goals in the digital world. These functions need to be enablers of change, being involved at the very beginning of strategic initiatives. Setting the agenda and rolling-out new programmes across the organisation. And using advanced analytics and multidimensional data to deliver sophisticated reporting, insight and performance management.

New technologies create a modern working environment, both onsite and remote, that minimises staff time spent on labour-intensive processes and create the space for finance and human resource teams to be effective enablers of strategy implementation.

This is about building a platform for change across the back-office, underpinned by best practice processes, and through a single source of data. Indeed, our experience is that data is at the heart of business change across the public sector. Business services must shift from a series of separate and heavily bespoke systems to a single, data-led system that can drive faster decision-making, greater accountability and positive feedback loops. Ultimately, this means going beyond short-term cost-effectiveness, being more open and inclusive, and finding more innovative and sustainable ways of serving the interests of citizens. And this is where cloud can be a key enabler of business change.



Helping you gain the confidence to integrate business services

The motivation behind the 'How To' Community is to provide help and guidance about how to deliver modern, fit for purpose finance and human resource systems, that enable your organisation to be more flexible, innovative and creative. Through the Community we seek to illustrate how our customers built their business case, explored options, implemented projects and captured the benefits of change. Including highlighting:

- Why it is important that decisions are based on highly competent professionally developed proposals and a structured process for appraising, developing and planning to deliver value for money
- How technology adoption on its own will not guarantee success, as government, like other sectors, need to win the 'hearts and minds' of staff as new behaviours replace old habits.
- And where opportunities are created for continuous improvement, including evergreen cloud-based systems that introduce new ways to modernise processes and automate manual work every 90 days, so you can explore new innovations at a pace and scale that works for you.



Adopting cloud as a means to deliver positive change in government

Government digital policy actively supports the move to cloud and the rapidly increasing use of cloud services is happening in both the public and private sectors as a result. Cloud is the term used for using the internet to access systems and data. It can be thought of as an evolution of IT outsourcing as applications and data are held on physical IT equipment owned and managed by the cloud service provider.

Changes in finance and human resource policy and practice have a direct impact on the effectiveness of public services, as well as the efficiency of the organisation. Now is the time to reform business systems that are no longer fit for purpose, through the adoption of a unified suite of cloud solutions that build in standardisation around people and processes. Business services then become an enabler of change as finance and human resource teams work together, drawing on relevant information from across the organisation, and driving business improvement.

In addition, by adopting a unified cloud infrastructure (whether it is public, hybrid or multicloud), governments and local public services can stay relevant and up-to-date with the latest capabilities, through regular updates to cloud-based systems, and without the heavy lifting of change controls or in-house maintenance. Back-office teams are also freed up by higher levels of system automation to build new skills that will help them identify, recruit, and retain the best talent, analyse performance, and advise the organisation on where to go next.

Some more traditional organisations may, however, lack the confidence, capacity, or expertise to select the partner, implement securely and manage change effectively in line with their needs. Our 'How To' Community is here to help with this.



Your cheat-sheet for cloud-based change

- **Embrace your vision:** make it practical and actionable not just with your project team but also with wider stakeholders.
- **Be practical:** you don't have to rush in – agree and clarify what capabilities are needed today and then gradually expand these to help you move beyond.
- **Be realistic:** digital transformation projects take time and money to implement as a matter of course, so build that into your plan.
- **Be data-driven:** take time when designing your governance correctly and appropriately in areas such as decision-making.



How you can join the 'How To' community

Major software replacement projects are rarely undertaken without trepidation. Whether it is a fear of service deterioration, concern that users will be unable to cope with new systems or how sensitive data will be managed securely – these and other topics are tackled in the 'How To' Community, with insight from both Oracle, public sector customers as well as thought-leading analysts and consultants.

To become a member and gain free access to insight, success stories, best practice, and top tips for digital transformation in the public sector, **email: nicola.clemson@oracle.com**





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Integrated Cloud Applications & Platform Services

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